Attachment B

**Change Management Communications Plan
Status Report**

**Quality Assurance Review Report
October 1, 2003 - December 31, 2003**

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Quality Assurance Review Report
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Introduction

The purpose of the Quality Assurance Review ("QAR") process is to verify the completeness and accuracy of SBC's implementation of CMCP action plans. To assess compliance with those requirements, SBC agreed to conduct quarterly reviews for one year. At the completion of each quarterly review, results are documented and reported to impacted business and executive management. Where warranted, corrective actions are developed and implemented. Each corrective action will be tracked and investigated to ensure timely and successful implementation.

This Quality Assurance Review Report summarizes the results of the third quarterly QAR, which covers the period of October 1 through December 31, 2003 and is based on a sampling of changes implemented during that time frame. Where applicable, details on deviations and corresponding corrective actions are provided.

The third quarterly QAR continues to demonstrate that the CMCP has been successfully implemented within the appropriate organizations in SBC. In the instances where discrepancies were noted, the discrepancies involved the need for better coordination amongst Information Technology (IT) personnel as well as the need for more accurate internal documentation on changes scheduled for implementation into maintenance releases.

SBC's successful implementation of the CMCP continues to result in significant additional oversight, as well as additional validation steps and enhanced testing of interface changes. Since the CMCP has been implemented, there has only been one issue brought to Change Management regarding CLEC notification associated with a change implemented in a maintenance release. SBC investigated the issue and reported its findings during the next monthly Change Management meeting. The issue was found to be related to a change in LSOR version documentation and not a change made without CLEC notification or an unintended impact to the CLECs. It was agreed the issue had been addressed, and it was closed by the participants (CLECs and SBC) of the Change Management Meeting.

QAR Scope and Approach

This QAR was conducted based upon a review of 44 changes that were scheduled for implementation between October 1 and December 31, 2003. The sample of 44 was taken on a random basis, and represents 22% of the total 196 edits, modifications and changes scheduled for implementation during the four maintenance releases that occurred during this period.

Each of these 44 items were analyzed to determine compliance with CMCP requirements. For each change reviewed, a series of questions was asked and answered, with input from the Subject Matter Experts (SMEs) as required. The 7/31/03 Quality Assurance Review Report provides the description of the step-by-step approach used for this review.

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Summary of QAR Results

Of the 44 changes included in the QAR sample:

- Two were found to be "Severity 1" defects, and one was a Change Request associated with a "Severity 1" defect repair.

- Three of the changes were not implemented during the October 1 – December 31, 2003 review period.

- One change was a documentation only change and required no coding, testing, or Industry Markets review/approval.

 Those changes, therefore, are outside the scope of the CMCP. (See, CMCP, fn. 5).

Accordingly, the evaluation steps below did not apply to these seven changes. A summary of SBC's review of CMCP compliance for the remaining 37 changes, including deviations and corresponding corrective actions, is set out below:

Assessment of CLEC Impact

The QAR confirmed that each of the 37 changes remaining in the sample had undergone evaluation to determine whether the change presented a potential CLEC impact as defined by the CMCP. Of the 37 changes, 32 were assessed as having a potential CLEC impact, and therefore subject to CMCP requirements, and 5 were assessed as having no potential CLEC impact.

Inclusion on Enhanced Defect Report (EDR)

All 32 changes in the sample were included on the EDR in compliance with the requirements of CMCP § 4(b).

Type of Change

Following SBC's CMCP processes, all 32 of these changes were correctly assessed as modifications to existing edits (pre-order and order) and/or table updates under CMCP § 4(b) or EDI mapping and CORBA IDL changes under CMCP § 4(c). An examination of the Exception Request Accessible Letter requirement for all 32 changes indicated eight Exception Request Accessible Letters were required for these changes; all eight Exception Request Accessible Letters were issued on a timely basis and conference calls were held in support of all eight Exception Request Accessible Letters.

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Positive and Regression Testing

The requirements of CMCP § 4(f) requiring positive and regression testing by the IT organization were met; the QAR confirmed that appropriate positive and regression testing was conducted by the IT organization for all 32 of the changes reviewed.

IT Management Approval of Test Plans/Scenarios and Expected Outcomes

The QAR confirmed that test plans/scenarios and expected outcomes were developed and approved by IT management on all 32 changes reviewed.

Industry Markets Review of Test Results

The QAR confirmed that Industry Markets (IM) management reviewed the results of IT testing to confirm that the test results conformed to expected outcomes for all 32 changes in the sample. Industry Markets was unable to validate/approve the testing results for one defect due to required changes in multiple applications to repair the defect. This defect was closed in error prior to Industry Markets approval.

Corrective actions included reinforcing the requirement for all aspects of a defect to be repaired prior to submission to Industry Markets for review/approval as well as Industry Markets tracking changes to ensure proper approval and closure processes are followed prior to implementation.

In three cases, SBC's internal release calendar was not correctly updated to reflect those changes that had not been implemented in the maintenance release for which they were originally scheduled. However, the information for each of these defects was posted correctly on the Enhanced Defect Report.

Corrective action included reinforcing the importance of posting accurate release documentation on the internal release calendar.

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